



DEWETRON



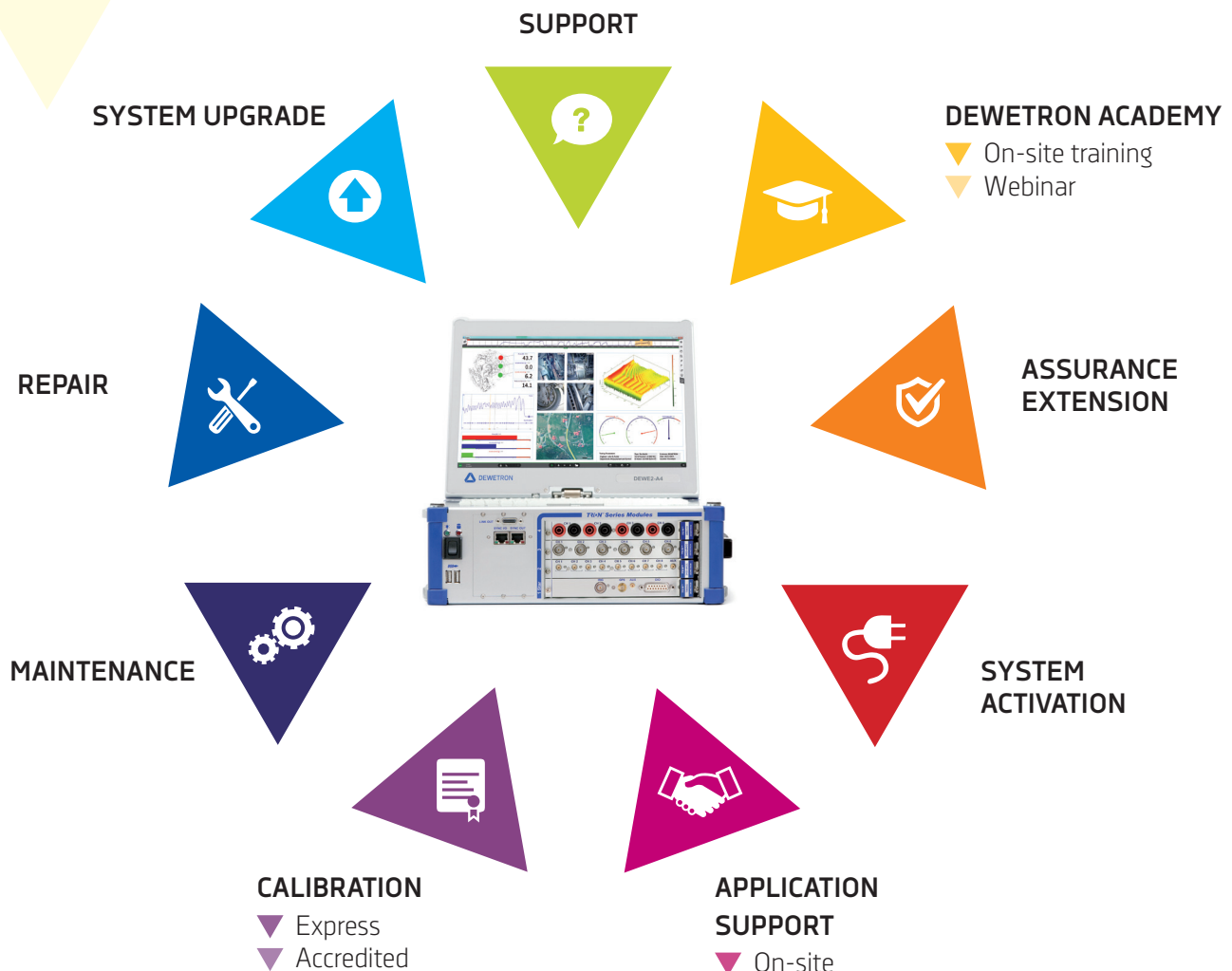
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**ASSURANCE PACKAGES**  
CUSTOMER CARE CENTER

# ASSURANCE PACKAGES

The purchase of your DEWETRON system is the first step to collecting accurate and traceable measurement data. Customize your system with any or all the available data acquisition modules and record vastly different signal sources in perfect sync. Further customize your measurement system with an array of supplemental services bundled into a contract designed for your needs.

Choose the services that support your needs and we will create your Service Contract.



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## SERVICES INCLUDED WITH PURCHASE

Every DEWETRON system is delivered with:

- > One year system warranty
- > Tier I application support.  
This support is for basic technical questions such as the range on a signal amplifier.
- > Systems and amplifiers are factory calibrated prior to delivery.  
Calibration certificates valid for one year are provided. Calibration reports are available for purchase.
- > FREE access to the Customer Portal and Download Center



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## DEWETRON TRAINING

Our aim is not only to provide world class solutions but also to help you master your measurement system. Receive classroom and hands-on training by factory trained **Application Engineers** at the DEWETRON USA headquarters in Rhode Island. DEWETRON will provide a system for each student or group of students during training.

### CLASSROOM TRAINING

Classroom training is available in one and two day sessions. One (or 2) nights lodging, lunch and snacks, coffee and soft drinks are included in the training tuition. Breakfast is offered free of charge at the hotel. Travel, rental cars and additional room charges are not included.



### ON-LINE TRAINING

Scheduled, two- hour interactive on-line training is available on a variety of topics. Topic are subject to change, consult your sales representative for a current topic list

### ON-SITE TRAINING

Training may also be conducted at your site, on your system, by a **DEWETRON Application Engineer**. Additional training systems are available for use during on-site instruction. Customized training will be provided on a variety of topics related to DEWETRON hardware, software, and systems, including setup, configuration, scaling, signal conditioning, and more.

#### INCLUDES

- > Classroom or hands on training on DEWETRON hardware & software by certified **DEWETRON Application Engineers**. Completion certificates for all students completing the training will be provided shortly after the class via mail.
- > Travel and lodging for the DEWETRON instructor within the continental USA is included in the training fee. Travel surcharge will be added for travel to other locations.

## BASIC CURRICULUM

- > Complete background about DEWETRON hardware, including signal conditioning and A/D conversion, and platform choice
- > Introduction to DEWETRON software, including system setup and channel scaling, EU conversion
- > Hands-on application of sensor setup and configuration
- > Hands-on practice with data recording, including free run and triggered modes
- > Hands-on application to screen setup for on-line viewing and analysis using X-Y, Y-T, FFT, digital and analog meters
- > Hands-on data replay and review, printing, and exporting to other formats
- > Hands-on introduction to data analysis and networking multiple systems



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## ASSURANCE EXTENSION

The original system assurance can be extended by 1,2, or 3 years. In addition to the continued application support, the extension includes annual system maintenance and calibration with a guaranteed nominal turnaround. DEWETRON will assume standard delivery and repair costs as specified by the assurance terms.

On-site Extended Assurance Service is available. Consult with your Sales Manager for details.



## JUMP START TRAINING

A DEWETRON Sales Manager will assist you in activating your system and provide basic operating instructions. This on-site training is conducted after the system has been in use for several days. You should prepare a list of questions during the first few days of system use in preparation for the training. Instruction limited to 6 people.

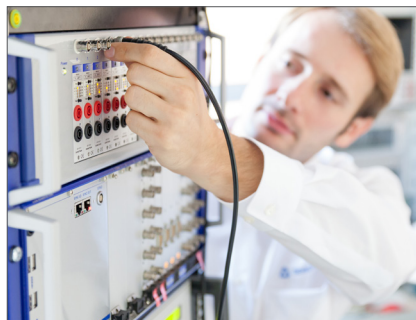


## TIER II SUPPORT

Professional assistance from a trained DEWETRON Application Engineer is available remotely via phone/internet. Application support is provided hourly, up to 4 hours or for an 8-hour day.

## TIER II APPLICATION SUPPORT ON-SITE

Tier II on-Site Application Support is available and should be purchased with Tier II Application Support. At the discretion of DEWETRON, on-site support may be obtained later if circumstances preclude remote support. This service is charged per day,



## CALIBRATION

All DEWETRON systems are calibrated prior to delivery. However, over the course of use, the systems can fall out of calibration and should be recalibrated annually to ensure the continued integrity of the measurement data. This fixed price calibration service offers an annual, scheduled factory calibration of your system as well as a complete functional test. Annual calibrations are given priority to ensure the least amount of down time. Calibrations scheduled after the system purchase anniversary date will no longer receive priority attention and will be calibrated as received into queue. This service does not carry accreditation. DEWETRON will schedule the first annual calibration at the time of system purchase.

## EXPRESS CALIBRATION

All the benefits of standard calibration services, expedited. This service must be purchased with the standard calibration service and may be combined with the Accredited Calibration service.

## ACCREDITED CALIBRATION

Standard calibration service may be extended to include an annual calibration per EN ISO/IEC 17025 and manufacturers adjustments performed by an external accredited partner calibration lab. Accredited calibration service is applicable to individual systems.

## ON-SITE CALIBRATION

On-site NIST traceable and accredited calibration by DEWETRON's external calibration partner may be purchased annually or as needed.







## REPAIR SERVICE

DEWETRON will repair systems for the duration and value of the service contract as negotiated with your DEWETRON Sales Manager. DEWETRON will assume standard delivery costs for the return of the repaired system.

### EXPRESS REPAIR SERVICE

The standard repair contract may be extended to include priority service, per system. With this extension, your system will be the next case worked on upon arrival. Express repair may be purchased at any time. When purchased at the time of the standard repair service contract there is a onetime expedite fee applicable to all systems serviced under the terms of the standard repair contract.



## SUPPORT

Wherever and whenever you require our assistance, we'll find a way to provide you the necessary support and service. When you are facing a measurement challenge and you require professional assistance with one of your DEWETRON measurement systems, our qualified technicians help you in the shortest possible time.

Since we know that downtime is costly, we use every possible means of communication available to be quickly accessible to our customers – telephone, e-mail or remote support.



## MAINTENANCE

Even the most reliable systems require regular, planned and preventative maintenance to perform at optimum levels. Scheduled annual maintenance includes cleaning, virus scan, HDD Defrag, replacement of filters and fans as needed. BIOS, reliability updates and a complete functional check of the system performed as requested. Firmware and driver updates available as requested.

Damage caused by misuse is not covered.

Software updates limited to revisions within the same version.

Repair of transportation damages due to improper packaging will be charged.

Standard delivery is included with the maintenance contract.

### ON-SITE MAINTENANCE

Standard scheduled annual maintenance can be performed on-site with an ON-SITE MAINTENANCE contract. This option must be purchased with the standard maintenance contract and includes travel and lodging for a DEWETRON Service Technician.



## SYSTEM UPGRADE

Keep your measurement equipment on the cutting edge of technology with a system upgrade. Upgrades for select systems are available upon request, contact your Sales Manager for more information.

## SYSTEM RENTAL

DEWETRON systems may be rented. Rental systems are calibrated and maintained by DEWETRON. Contact your Sales Manager for terms and conditions.

### STANDARD RENTAL

DEWETRON will provide a system chassis with the customer specified number and type of channels monthly, up to 12 months.

### CUSTOM RENTAL

DEWETRON will provide a system chassis configured to customer specifications for a minimum rental period of 6 months through to a maximum of 24 months. Contact your Regional Sales Manager if you are interested in a Lease to Buy option.



# CUSTOMER CARE CENTER

## WE CARE FOR YOUR SUCCESS



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### ABOUT DEWETRON

DEWETRON is an Austrian manufacturer of precision Test & Measurement systems designed to help our customers make the world more predictable, efficient and safe. Our strengths lie in customized solutions that are immediately ready for use while also being quickly adaptable to the changing needs of the test environment and sophisticated technology of the Energy, Automotive, Transportation and Aerospace industries. More than 25 years of experience and innovation have awarded DEWETRON the trust and respect of the global market. There are more than 20,000 DEWETRON measurement systems and over 300,000 measurement channels in use in well-known companies worldwide. Choosing DEWETRON means, having a partner by your side who accompanies you every step of the way.

DEWETRON employs over 150 people in 25 countries and is part of the TKH Group, a global corporation, that specializes in the development and supply of innovative solutions worldwide.

DEWETRON quality is certified in compliance with ISO9001 and ISO14001.